APPENDIX B –

Local Library Directors - Web Survey - Summary Report

Please indicate the name of your library.

Count	Response
1	ALTAMONT PUBLIC LIBRARY
1	Anna Porter Public Library
1	Ardmore Public
1	Argie Cooper Public Library
1	Bean Station Public Library
1	Beene Pearson Public Library
1	Benton County Public Library
1	Bledsoe County Public
1	Blount County Public Library
1	Bobby Martindale Memorial Library
1	Bolivar-Hardeman County Library
1	Brentwood Library
1	Briceville Public Library
1	Bristol Public Library
1	C. E. Weldon Public Library
1	Cannon County Library System
1	Carroll County Library
1	Charles Ralph Holland Memorial
1	Cheatham County Public Library
1	Chester County Library
1	Church Hill Public Library
1	Claiborne County Public Library
1	Clarksville Montgomery County Public Library
1	Clay County Public Library
1	Clinton Public Library
1	Clyde W. Roddy Public Library

Count	Response
1	Coalfield Public Library
1	Coalmont Public Library
1	Coffee County Lannom Memorial Public Library
2	Coffee County Manchester Public Library
1	Cosby Community Library
2	Crockett Memorial Library
1	Dandridge Memorial Library
1	Decatur County Public Library
1	Deer Lodge Public Library
1	Dickson County Public Library
1	Dr. Nathan Porter Library
1	E.G. Fisher Public Library
1	East Polk Public Library
1	Elizabethton-Carter County Public Library
1	Elma Ross Public Library
1	Etowah Carnegie Library
1	Fayetteville-Lincoln County Public Library
1	Fentress County Library
1	Franklin County Library
1	Fred A. Vaught Library
1	Gallatin Public Library
1	Gibson County Memorial Library
1	Giles County Public Library
1	Gorham-MacBane
1	Greenback
1	Greeneville-Greene County Public Library
1	Hancock County Public Library
1	Hardin County Library
1	Harriman Public Library
1	Hawkins County Library System
1	Hendersonville Public Library

Count	Response
1	Houston County Public Library
1	Humboldt Public
1	Humphreys County Public Library
1	Irving Meek Jr. Memorial Library Adamsville, TN
1	Jackson Madison County Library
2	Jack McConnico Memorial
1	Jacksboro Public Library
1	Jefferson City Public Library
1	Jellico Public Library
1	Johnson City Public Library
1	Justin Potter Library
1	Kingsport Public Library
1	LIBRARY NORTH
1	Lake City Public Library
1	Lawrence County Public Library
1	Lebanon-Wilson County Public Library
1	Lenoir City Public Library
1	Lewis County Public
1	Lexington-Henderson County Everett Horn Public Library
1	Liberty Library
1	Linebaugh Public Library System
1	Luttrell Public Library
1	MAYNARDVILLE PUBLIC LIBRARY
1	Macon County Public Library System
1	Madisonville Public Library
1	Magness
1	Maury County Public Library
1	May Justus Memorial Library
1	McIver's Grant Public Library
1	McKenzie Memorial Public Library
1	Middleton Community Library

Count	Response
1	Mildred G. Fields Memorial Library
1	Millard Oakley Public Library
1	Moore County Public Library
1	Morristown-Hamblen Library
1	Mt Juliet-Wilson County Library
1	Munford Tipton County Memorial Public Library
1	Ned R. McWherter Weakley County Library
1	Newbern City Library
1	Norris Community Library
1	Orena Humphreys
1	Palmer Public Library
1	Parsons Public Library
1	Petros Library
1	Philadelphia Public Library
1	Pigeon Forge Public Library
1	Portland Public Library
1	Ridgely Public Library
1	Rockwood Public Library
1	Sequatchie County Public Library
1	Sharon Public Library
1	Smith County Public Library
1	Somerville-Fayette County Library
1	South Cheatham Public Library
1	Spring Hill PL
1	Stewart County Public Library
1	Stokely Memorial Library
1	Sweetwater Public Library
1	Tellico Plains Library
1	Tiptonville Public Library
1	Unicoi County Public Library
1	VONORE PUBLIC LIBRARY

Count	Response
1	W. G. Rhea Public Library
1	Washburn Public Library
1	Washington County-Jonesborough Library
1	Washington County/Gray Library
1	Wayne County Library
1	Westmoreland Public Library of Sumner County
1	White County Public Library
1	White House Inn Library
1	White Pine Public Library
1	Williamson County Public Library
1	Sunbright Public Library

Please indicate the regional system that serves your library.

Value	Count	Percent %
Blue Grass Regional Library	9	6.8%
Caney Fork Regional Library	10	7.5%
Clinch-Powell Regional Library	13	9.8%
Forked Deer Regional Library	9	6.8%
Fort Loudoun Regional Library	14	10.5%
Highland Rim Regional Library	12	9%
Nolichucky Regional Library	13	9.8%
Reelfoot Regional Library	11	8.3%
Shiloh Regional Library	13	9.8%
Upper Cumberland Regional Library	8	6%
Warioto Regional Library	13	9.8%
Watauga Regional Library	8	6%

Please indicate the County in which your library is located.

Count	Response
4	Anderson
1	Bedford
1	Benton
1	Bledsoe
1	Blount
2	Campbell
1	Cannon
2	Carroll
1	Carter
2	Cheatham
1	Chester
1	Claiborne
1	Clay
2	Cocke
3	Coffee
2	Crockett
1	DeKalb
2	Decatur
1	DeKalb
1	Dickson
2	Dyer
1	Fayette County, TN
1	Fentress
1	Franklin
1	GRUNDY
3	Gibson
2	Giles
1	Grainger
1	Grainger County
1	Greene

Count	Response
3	Grundy
1	Hamblen
1	Hancock
3	Hardeman
1	Hardin
2	Hawkins
1	Haywood
1	Henderson
1	Henry
1	Houston County
1	Humphreys
1	Jackson
3	Jefferson
2	Lake
1	Lawrence
1	Lewis
1	Lincoln
3	Loudon
1	MADISON
1	MONROE
1	Macon
1	Madison
2	Marion
2	Maury
2	McMinn
2	McNairy
1	McNairy Co.
3	Monroe
1	Montgomery
1	Moore County
3	Morgan

Count	Response
1	Overton
1	Polk
1	Rhea
2	Roane
2	Robertson
1	Rutherford
1	Sequatchie
2	Sevier
1	Smith
1	Stewart
1	Sullivan
1	Sullivan County
4	Sumner
1	Tipton County
1	Trousdale
1	UNION
1	Unicoi
1	Union
1	Warren
1	Washington
2	Washington County
1	Wayne
4	Weakley
1	White
2	Williamson
2	Wilson
1	Morgan

Please select the choice that most closely describes your library.

Value	Count	Percent %
County library with no branch locations	64	48.1%
County library WITH branch locations	20	15%
Municipal library	17	12.8%
Independent library	17	12.8%
Other (please specify)	15	11.3%

If you selected "other" above, please specify here.

Count	Response
1	City & County funded, no branches
1	City Library under County Board
1	City library with no branches
1	City of Pigeon Forge
1	County/City
1	Level One Library (City)
1	Library system WITH branches funded by the county and 3 cities
1	Small Library in a Town
1	There are 5 small community libraries in our county.
1	WE OPERATE UNDER A VONORE CITY BOARD AS WELL AS A MONROE COUNTY BOARD.
1	We are not part of the city or county but are partially funded by both
1	a 501 (c) 3 with a contract to provide library services to Gatlinburg
1	city and county funded
1	county library with one branch
1	we are the county library Dyersburg also supports
1	I am the smallest of the three full-service Libraries in Marion County. Each is located in a different City.

Please indicate the approximate number of paid full-time equivalent staff members that work for your library (including staff at branches). (To calculate full-time equivalents divide the total number of staff work hours in a normal week by 40.)

Value	Count	Percent %
Less than 1.0	22	16.5%
1.0 - 2.99	43	32.3%
3.0 - 4.99	29	21.8%
5.0 - 9.99	22	16.5%
10.0 - 19.99	8	6%
20 or more	7	5.3%

Please indicate the total annual expenditures for your library operation. (Include expenditures for operating any branches. DO NOT include any one-time capital expenditures.)

Value	Count	Percent %
Less than $ 50,000	29	21.8%
$50,000 - $99,999	33	24.8%
$100,000 - $249,999	36	27.1%
$250,000 - $499,999	20	15%
$500,000 - $999,999	5	3.8%
$1,000,000 or more	7	5.3%

What is the approximate number of local library board meetings held by your library in a year?

Count	Response
1	1
5	10
5	11
17	12
19	4

Count	Response
2	5
78	6
3	8
3	9

How many of those meetings would you say are attended by the director of your regional library?

Count	Response
11	0
4	1
7	10
6	11
3	12
1	2
11	3
22	4
16	5
45	6
2	7
1	75%
2	8
1	9

Ideally, how many of your library board meetings do you think the regional library director should attend in a year?

Count	Response
4	0
7	1

Count	Response
5	10
3	11
6	12
2	2
11	3
26	4
8	5
1	50%
55	6
2	8
1	9

Please rank the following regional library services in terms of their importance to YOUR library.

Item	Total Score[1]	Overall Rank
Technology support	1360	1
Consulting/professional assistance	1281	2
Continuing education	1213	3
Cataloging of State purchased materials	1009	4
Physical processing of State purchased materials	958	5
Ordering of books and other library materials	845	6
Group purchasing of equipment and/or supplies	722	7
Cataloging of locally purchased/donated materials	684	8
Outreach to children	610	9
Physical processing of locally purchased/donated materials	592	10
Outreach to rural/underserved areas	566	11
Outreach to seniors	515	12
Other (please specify below)	169	13

[1] **Score is a weighted calculation. Items ranked first are valued higher than the following ranks, the score is the sum of all weighted rank counts.**

If you selected "other," please specify here.

Count	Response
1	Courier service to support intra-region interlibrary loan
1	Doing the e-rate forms for the library.
1	E-rate
1	-rate
1	E-rate filing
1	Having a place to come and network with others from our Region.
1	Helping w/e-rate, tech grants, etc.
1	ILL courier service
1	Interlibrary Loan Courier Service
1	Location for regional/directors networking and problem resolving location
1	NA
1	Networking- facilitates networking among library directors
1	Programming for young children such as puppet shows and summer reading programs
1	Surveys
1	centralized cataloging of all materials
1	original cataloging
1	provision of network backbone to library online catalog, courier service
1	Very difficult to rank due to importance, as I use all equally.
1	Items on loan on a bimonthly basis. This allows a small library of mine to have new materials on a regular basis.
1	Provides network for shared automation system and courier services as well as the technical support and financial bargaining for best rates. Also provides Internet connection to library system.
1	Interlibrary loan deliveries within the region has saved us so much on postage that we feel we can offer the service to our patrons without reservation....thus giving the patrons access to many books that our library is unable to afford or lacks the space to have.
1	lending us books through LSTA book grant and lending us DVDs and audio books through courier service

Does your library receive its primary technology support from your regional library?

Value	Count	Percent %
Yes	96	72.2%
No	34	25.6%

If, "no," where do you get your primary technology support?

Value	Count	Percent %
Have internal (library staff) technology support personnel	16	12%
Receive technology support from my county or city	6	4.5%
Contract for support through a third party vendor	6	4.5%
Other (please specify)	8	6%

If you selected "other" above, please specify here.

Count	Response
1	LSSI
1	Library Staff member & IT Director
1	State/IT person for 4 libraries
1	Technology support from the State Library
1	Tennessee State Library and Archives
1	The library pays an independent individual
1	volunteer support
1	We contact the Region, but our Tech is a State employee, so I'm not sure because like I said we go through the Region.

Approximately how many continuing education events conducted by your regional library did your staff participate in last year? (Provide the number of events that your staff went to, not the number of attendees.)

Count	Response
4	No response
9	0
3	1
6	10
1	11
1	15
1	16
6	2
9	3
27	4
22	5
20	6
1	6 – 8
1	6-8
2	7
11	8
1	9
1	ALL
1	Don't know (new director)
1	Four or five
1	Not Sure
1	Someone attended every event
1	Seven
1	1, there was only one event held by Nolichucky in the past year. Since being taken over by Clinch-Powell, we have attended three events.
1	I do not know, I was not here then. In the 4 months I have been here, 6 continuing education regional events have been attended.

Approximately how many consulting/professional assistance contacts did you have with your regional director last year? (Include both telephone and in-person contacts.)

Count	Response
2	No response
4	0
2	1
1	1 with Nolichucky director
9	10
1	10 per month
1	10+
1	10-12
1	100
1	100+
1	11
11	12
4	15
1	160
1	165
2	18
3	2
4	20
1	200
1	23 – 25
2	24
10	25
4	3
3	30
1	30-40
3	36
3	4
2	40

Count	Response
1	40+
1	45
6	5
5	50
2	50 or more
1	50-100
4	52
1	55
7	6
5	7
3	8
1	AT LEAST 50
1	At least 100-150.
1	Don't know (new director)
1	Dozens
1	I began work 6-15-10, @ 4 since then.
1	Not Sure
1	Several
1	They would be too numerous to count.
1	Too numerous to count. She is always there for us
1	all that were offered by our Region
1	countless...but 100s or more!!!
1	have no idea
1	Hundreds
1	Lots
1	too numerous to count
1	Twenty
1	I do not know, I was not here then. In the 4 months I have been here I have had at least 5 contacts with the regional director.

Please indicate the importance of the following continuing education topics to YOUR library.

Item	Total Score[1]	Overall Rank
Technology training	803	1
Library practice (how-to do various processes)	646	2
Technology training specifically related to library automation system(s)	636	3
Other library administration/management topics	579	4
Trustee/library board training	519	5
Personnel management	514	6
Financial management	411	7
Other (please specify below)	53	8

[1] Score is a weighted calculation. Items ranked first are valued higher than the following ranks, the score is the sum of all weighted rank counts.

If you selected "other" as a priority, please specify here.

Count	Response
1	Customer Service
1	Exposure to current developments in libraries nationwide
1	Library legal issues
1	Program development
1	library law
1	news from State Library; trends
1	our library does not need any of this.
1	children's programming such as conducting story hours, summer reading and other children's programs

What would you characterize as the greatest challenge facing YOUR library in the next five years?

Count	Response
3	No response
1	Becoming automated
1	Being able to keep qualified employees at the level of salary county wishes to pay.
1	Budget
1	Budget & Staff Cuts/Issues
1	Budget and space constraints.
1	Budget cuts and reorganization that have left the library with fewer resources and more demands.
1	Budgetary concerns--
1	Building and funding a new facility or finding a way to operate without enough space.
1	Closing of Nolichucky Regional Library.
1	Construction of a new building
1	Continuing budget cuts that affect our ability to provide new materials to our patrons.
1	Continuing to adapt to new technologies and community needs
1	Convincing local government to fund more staff hours and any materials budget.
1	County wishing to take over maintenance and financial functions
1	DEALING WITH POLITICAL ENTITIES TO GROW LIBRARY NORTH
1	Doing more with less.
1	Engendering community and library board support. Education as to library function and potential
1	Enough money to keep up with technology; enough staff, support from Board
1	FUNDING
1	Finance
1	Financial
1	Financial Challenges
1	Financing and building an addition to the main library
1	Financial support
1	Finding the funds necessary to serve our community
8	Funding
1	Funding growth
1	Funding to provide technology resources, and library books & other media to our library.

Count	Response
1	Funding.
1	Getting a new building; staffing issues; funding issues
1	Getting funding
1	How to get young people to use and be more involved in the library.
1	Increasing costs and lack of space in our library
1	Keeping current so as to provide the best services possible to our patrons and funding.
1	Keeping the library up to date with the changes in technology that are occurring so rapidly.
2	Keeping up with technology
1	Lack of adequate funding
1	Lack of funding to meet growing needs of community.
1	Lack of funds
1	Lack of funds, keeping up with changing technology
1	Lack of proper funding
1	Lack of space and funding
1	Lack of staff, space and financial support
1	Library Expansion project
2	MONEY
1	Maintaining MOE, staying current in technology, providing up-to-date materials.
1	Maintaining appropriate balance between new/growing technologies and older material formats.
1	Marketing for the new programming we can now offer
1	Meeting the technical needs of the community(computers, etc)
1	Meeting the technology needs of our patrons.
1	Money
1	N/A
1	Need for a bigger facility
1	Not seeing increases in the library budget.
1	Obtaining consistent funding.
1	Obtaining the appropriated funding to at least meet the state minimum!
1	Painfully under-sized for community needs; need larger library, more staff, technology, materials
1	Prioritizing among increased and ever-changing needs without a corresponding budget increase
1	Providing more services with less money, staff, and space.

Count	Response
1	Public perception
1	Severe reduction in financial support from current funding bodies.
1	Staying relevant to the community in the face of new technology
2	Technology
2	Technology and funding
1	The closing of the Nolichucky Regional Library.
1	The greatest challenge would be if we lost the Nolichucky Regional Library Office and Staff
1	The purchase of a new circulation system
1	Updating Circulation system
1	Updating our collection
1	Updating technology
1	Updating the public library "brand"
2	budget
1	budget and staffing
1	budget issues with the County finance officials
1	budget, not enough staff, ordering and processing materials
1	expansion and board members
3	Funding
1	funding sources
1	funding, funding, funding
1	Funds
1	having enough staff to serve our public and enough money to stay relevant technologically
1	having money to purchase books and other materials with
1	hopefully a new building
1	Income
1	keeping up with technology
1	lack of adequate resources - materials, staff, facilities
1	lack of funds and space
1	maintenance of building and enough staff to serve public with tech issues
1	mission revision
1	Money

Count	Response
1	money for expansion of building and staff
1	need a new building have out grown space in this building
1	need for additional staff and funding for more books and supplies
1	new automation system
1	new technology/space
1	raising money to build a larger library. automation of branches
1	Space
1	Technology
1	technology problems
1	technology, funding
1	trying to get a new updated facility
1	We MUST gain access to high-speed internet connection in order to help our patrons gain equality with the surrounding area.
1	Too little money; each year we are expected to do more, but there is no addition money for materials or stalling
1	not enough staff to handle all the paperwork, cataloging, technology in addition to helping patrons
1	Enough money in budget to keep up with technology, enough staff, training personnel, salaries to keep with the economy.
1	lack of adequate funding to add new services and technology or to continue the current level of service
1	Building a new facility; being ready for the next change that comes; funding to implement our programs.
1	Complete automation and teaching the staff how to use it. Also funding for 2 full-service libraries in Polk County.
1	Local funding. It is likely that our funding will be cut next year, with little reversal to come.
1	having the funds to keep up with the growing needs of our community : technology, books, DVDs, audio books.
1	Our library needs to expand our building. With that, will come room for more computers, more books and more work for our two-person staff. We cannot serve the public nearly as well without the help and support of our regional library.
1	What it has always been, I am the only one working at my Library. I have to do it all: customer service, material ordering, programs, keep up with latest technology, reports.
1	Taking responsibility for services previously offered by the regional library with an extremely limited budget
1	providing services that are more in demand than ever on budgets that stay the same (in essence fall because of rising costs) or may (literally) be cut
1	To continue to provide a high level of service to meet the growing needs of our community with no increase in budgeted funds or staff.
1	Having adequate space and computers and financial support to maintain library/construct new library

What is the most important thing that your regional library can do to help your library?

Count	Response
1	Advising and training the library on the best ways to meet these needs.
1	Advocate and advise.
1	Assistance with technology and grant awareness and applications
1	At this point , technical support
1	BE THERE FOR US
1	Be supportive
1	Be there when needed
1	Books Computers maintained
1	Buying & Processing Material
1	CONTINUED SUPPORT WITH SIRSI AND PROCESSING MATERIAL
1	Caney Fork takes excellent care of our library.
1	Carry on providing processing services and training opportunities.
1	Consultation and advice
1	Consulting Services for Library Board--on state guidelines, etc.
1	Continue all the support and other tasks they do for the library.
1	Continue to do the e-rate management and be a contact for us to the state.
1	Continue to offer basic library training, cataloging and technical services, and support.
1	Continue to offer training and consultation.
1	Continue to provide all the services that are available to us now.
1	Continue to provide at least the current level of services and resources.
1	Continue to provide excellent technology support
1	Continue to provide tech support especially for the consortium-based ILS.
1	Continue to provide technical assistance and support to our library
1	Continue to support the development of region-wide library collection and program development.
1	Continued support; w/out them I would often be floundering
1	EVERYTHING IT'S ALREADY DOING! GREAT SUPPORT!
1	Educate and advise; supplement materials; provide outreach to children and seniors.
1	Enhance computer technology support services
1	Finding funding to purchase new technology

Count	Response
1	Help find grants/funding to construct new library
1	Help sponsor events to bring young people, especially pre-teens and teens into the library.
1	Help to promote the local libraries.
1	Help us fulfill required state level paperwork, grants, etc.
1	Help us maximize in every area possible
1	Help us to find the right programming for automation, help with county funding
1	Keep new material in the library
1	Keep offering continuing education & consultation
1	Keep the high level of services they currently provide.
1	Keep us abreast of new technology, automation and opportunities for grants.
1	Keeping us aware of what is going on the larger library world
1	Listen and direct us to a solution whether with tech, state or patron questions and e-rate
1	Maintain consortium for automated library system - support technology use in library
1	Maintain the same level of services that libraries are now receiving.
1	Not closing, since we depend upon them for all library services.
1	Order and process library materials
1	Order and process materials chosen by us and purchased with state or federal funds
1	Ordering and processing materials
1	Professional advice, encouragement, technical advice & TRAINING
1	Professional services and training, processing and cataloging, moral support
1	Provide comparable statistics for growth
1	Provide legal and other information to support the library's decision
1	Provide professional assistance and advice, procure and process state-funded materials
1	Provide professional support, especially at library board meetings
1	Provide tech support in a more timely manner.
1	Provide tech support, Provide support in developing budgets
1	Provide technical assistance and trainings
1	Provide technology support, continuing education and a professional ear for advice
1	Provide training
1	Providing consulting and technical support
1	Providing knowledge and support in areas where we can't afford to hire an expert

Count	Response
1	Purchasing and processing State funded materials
1	STAY PUT!
1	SUPPORT
1	Staff Training
1	Stay open and continue to help and support me.
1	Support
1	Support and training in technology
1	Tech support, ordering materials, processing materials.
1	Technical support
1	Technology
1	Technology and cataloging books
1	Technology assistance and professional consultation/advice
1	Technology support and professional support.
1	The help they give in purchasing materials with government funds and tech. help.
1	To continue supporting local libraries with the same efforts used in previous years.
1	Train my staff and myself
1	Training, consulting, technology, and processing materials.
1	cataloging and ordering state materials, cataloging local materials, technical service
1	collection development
1	computer technology
1	continue on with their services...we MUST have them for all operations of our library
1	continue to offer the services that it does
1	continue to provide in-services for staff
1	continue to provide tech and processing services. Also onsite help with processing, weeding etc.
1	continue to support the small library
1	continued education/workshops
1	employee development, advocacy
1	give us books or find resources so that we can have books
1	help us automate our regional branches; provide technological support
1	helpful advice, technology, ordering and processing materials
1	keep up abreast of trends and new practices

Count	Response
1	keep us informed on new laws, grants,
1	more training seminars for staff members
1	Provide consulting services.
1	provide feed-back on book orders that I've submitted to prevent duplicate ordering
1	provide technical support and training
1	Support
1	support in all areas
1	training in all library field of work
1	training of Directors and staff
1	training resource center
1	Professional assistance--matters that we need help with, whether they are legal, technical and/or library issues. We can order/process our own books, which we already do, but as far as technical/professional assistance, I feel that is our biggest need.
1	I hope that the Warioto Regional Library Center will continue to maintain the same services that we now receive. Our level II library is very dependent on help from the Regional Center.
1	I think it would be cataloging and processing new books. Since I am the only person working in the Library it is very difficult getting new materials ready for patrons .
1	To act as authoritative, knowledgeable advocate for the Library to the local support governments. They have heard my voice so much, that I am not listen too any longer.
1	Continue to provide the many services that is now in place while expanding to include additional services.
1	Continue to provide processing/cataloging services. Our library is *very* small with a single employee and a very limited budget; we simply cannot afford to pay f or these services.
1	Their expertise through advice in person or over the phone and through training workshops in library law, policy making, personnel issues, e-rate and administrative issues.
1	they process books and deliver DVDs on a rotation basics. I am the only place in town to get movies
1	Their support during budget time to reiterate Maintenance of Effort, ILL courier service, cataloging, outreach, technology issues, they are invaluable and indispensable across the board.
1	Professional advice on available sources of federal and state funds, space planning, statistics, grant research and proposal writing,
1	All there for help and advice on EVERYTHING, technology support, ordering, processing and cataloging and importing into the state system for ILL.
1	Remain our support; keep us abreast of necessary paperwork, grants, technology, requirements; help us network with similar-size libraries...
1	provide support, help keep abreast of technology, provide assistance in correcting technology issues and materials
1	Basic support on an almost daily basis on a wide variety of needs to operate a one-person library.
1	provide support whether it be through services (i.e. cataloging, free children's summer programs, providing staff to help with special projects) or providing guidance on issues

Count	Response
1	have a tech person available that can solve problems over the phone or can access the computers and solve problems remotely
1	Help us with technology! A lot of small government leaders still do not consider the library as a necessary source of funding for new technology products. The idea of libraries is still that they are old-fashioned book repositories. We are fighting an uphill battle to change the image of the library as technologically important to everyday life.
1	Assist with filling out e-rate forms, provide continuing education, and be available for consultations
1	Continue to 'fill in the holes' in training, know-how and advocacy that we simply cannot provide for ourselves, given our limited budgets, level of expertise, and time constraints.
1	Continue training opportunities and leveraging local dollars with state dollars for increased benefits
1	Processing/Cataloging/Technology Support/Continuing Education/Advocacy/Outreach - they are ALL important!!!
1	By keeping the Nolichucky Regional Library and its staff would be the most important thing that would be of help to our library.
1	Work with Secretary of State to revise M.O.E. requirements so that libraries are not further hurt by services being withheld when the libraries have so little power to determine tax rate.
1	More technical support for computers, or specific training to library staff to enable us to take care of more of our own computer problems.
1	continue to provide our network backbone and courier service and consulting and continuing education and be an advocate to stand with us when we need support with local funding authorities
1	The knowledge base and resource base they provide is very important. Our patrons appreciate the rotating audio books and DVDs.

Please feel free to enter any other information or comments that you wish to share.

Count	Response
57	No response
1	Being a small library, I could not make it without my region. The continue support .
1	Everyone at the Warioto Region is highly valuable and helps my library immeasurably.
1	FORT LOUDON REGIONAL LIBRARY HAS BEEN A VERY IMPORTANT PART OF THE SUCCESS OF OUR LIBRARY.
1	Forked Deer is The Greatest.
1	I communicate with and rely on EACH member of the Regional staff just about every week.
1	I feel that the Ft. Loudoun Regional Library is a great asset to all the public libraries within.
1	I have found the consulting services of my regional library invaluable.
1	If it ain't broke, don't fix it.
1	Marion Bryant has been a person I rely on, and is an important part of the TN library world.

Count	Response
1	Regional libraries must change their missions.
1	Technology support more understanding and kind. Seem to be mad when they walk in the door.
1	Thanks.
1	The Regional Library provides vital services that cannot be provided locally.
1	The Tech support is absolutely necessary, our county does not have any IT dept.
1	The doors of the Dickson Library without the regional support would have been closed.
1	The help received from our regional off is invaluable.
1	WE NEED OUR REGIONAL LIBRARY DIRECTOR FOR ALL THE HELP SHE GIVES US
1	We are a staff of two and have a large circulation and computer users. We are a rural library.
1	We feel that our regional library center does a wonderful job.
1	We would be lost without the services and support of our regional library staff.
1	YOU DO A GREAT JOB AT SHILOH, AM HAPPY YOU ARE HERE
1	cutting back at regional library will be putting a burden on the low staff libraries
1	we need all the services very much
1	As a small library director I depend a lot on the support and services of the regional library. It would take 3 or 4 extra people to replace their services at my library.
1	As a new librarian, I don't know what I'd do without my regional support techs to answer my questions and help me out-constantly!!
1	I hope that it will be taken into consideration of how important it is to the library to have the Nolichucky Regional Library as a service to the libraries they serve. Larger libraries may not need the help that they receive from their regional library, but that is not the issue with libraries in small rural areas. The services that they offer are invaluable. Our library has never had a problem, question, or need for any help that has not been met by the Nolichucky Regional and resolved in a professional and timely manner. Their office is convenient if a visit needs to be made in person. As stated earlier the importance of their services cannot be measured, and I feel that our library will not be the same without the services we receive from them.
1	To finish answering question #8, the reason our regional library director cannot get here for meetings is because we have approximately 20-25 steps to get into our building and no handicap entrance and she is unable to climb our stairs otherwise she would come here for meetings.
1	our county depends on the state to do most of the work for our libraries. Without the regional library system, I don't really know what the county would provide to my library.
1	My regional library is invaluable to my small, rural library. They do so much to support my library and provide ongoing training to help me be the best librarian I can be to my customers.
1	Clinch/Powell Regional Library staff does an outstanding job of assisting the Region's 20 libraries in any way possible.
1	I believe that a lot of time and resources are wasted with the various outreach services the regional libraries provide. Instead of providing services to specific populations (children, seniors) the regional library should spend that time and money on local libraries. They need to help improve the community libraries many of which are poorly managed with outdated, obsolete material in poor condition. It would also be helpful if the Regional Librarians had some power to implement change instead of serving in an advisory capacity only. They can make suggestions to improve libraries, but until they have the authority to make Library Managers do what is required, nothing will happen. One last comment, the TN Library Standards need to be updated

Count	Response
	and adhered to. Much more needs to be done to improve the libraries in TN and I believe that with the proper leadership positive change can happen.
1	Staff not able to attend CE classes because we have to keep library open. Librarian or assistant has to be present at all times. Also regional director got sick and unable to attend meetings. Don't close Nolichucky
1	Our Regions advocate for us and with us. We cannot offer the services that we do at our library without our Regional Library support, counsel, and advocacy.
1	Our regional director is a great support with conflict between library personnel and board. Sometimes the board doesn't understand where we are coming from concerning different situations.
1	There are times that I would be lost if not for our Regional staff. We are terribly understaffed and our Region show us better ways to do things to better serve our customers. The educational benefits are tremendous. The tech help is essential. The Regional staff help with our local government bodies in helping to get funding. They help with government forms and filling out grant applications. It is such a comfort to know that they are only a phone call away when needed.
1	It is vitally important to me that our region stay in Murfreesboro; I am two hours from there and don't want to drive any further.
1	Treading carefully with this project would be an outstanding idea. So many times people in positions that are removed from the 'front lines' have no real idea (or have forgotten) how we do what we do, what we do it with, and how we make it work. Our regions are invaluable and consolidation of some of these programs at the state level will just turn out to be one big hot mess. I hope, in light of this plan to minimize the scope and size of the regions, that other areas were looked at first and that this is a last desperate no choice option.
1	The ability to consult with a regional director on library issues is very important, and our library boards are strengthened and more effective because of the presence of the regional director.
1	Our regional library system is very important to us. Since we are a smaller library and are not able to obtain additional monies easily, we depend on our region for cataloging, technical support, assistance with grants and purchases and other things. We also do not have the monies to hire additional staff and anything that would create an extra workload (such as having to catalog our materials) would cause a hardship on us. We also cannot afford outside technical support.
1	Regional library provides important communication at all levels; colleague who can discuss issues and pro
1	Perhaps some large and well funded libraries could manage without the support of the regional library system, but for small community libraries like this one, dissolution of the regional library system would be disastrous. I simply cannot imagine how we would manage.
1	If my regional library services are cut, I believe it will affect every aspect of my ability to serve my patrons needs. In my opinion, the small community libraries like mine will suffer the most--we are so very dependent on the regional library.
1	The Regional Library Center is integral to our library maintaining a high standard of excellence in serving our patrons and community. I cannot stress how much they have helped me in every area of library management.
1	Although the Nolichucky director was not very helpful, the Clinch-Powell regional director has done more in the last three months to help than the Nolichucky director did in the previous year. I came from a SC library without regions so I have not been impressed with the regional system. The best help that I have seen from the regionals is the Technology professional that we can call on for computer installations. The problem is that he is extremely overworked and it takes a long time to get things installed and running.
1	Our funding is unique. My answers do not show that there are many, many libraries in small towns cannot provide information services necessary in a democracy without the solid support from the regional library system.
1	The regional library and its director and staff provide invaluable support and training for our library. They are an important link between the state library and our local library.

Count	Response
1	The professional advice the regional librarian brings to the local board on all aspects of library service is very valuable.
1	The Upper Cumberland Regional Library has been such an asset to our libraries in so many areas. Technical services: They are quick to respond when the computers are down or are infected with a virus, which happened twice in about a month. They gave advice and support when the libraries changed to a new automation system and helped with the inventory to prepare for the new system. They catalog and process the majority of the books that are purchased or donated to the libraries. With the continuing growth in library circulation and the limited staff to meet these demands the regional library takes this added process off the library. They do the e-rate for the library system which takes the extra paperwork from and already overworked staff. It would be hard to list all the resources that the regional library supplies, because they do so much for the small & medium sized libraries. These libraries have limited staff and budgets and need the regional library the most for all the services offered to help meet the needs of the community.
1	Without the Regional system, local Librarians would have few if any opportunities to meet and discuss problems they are facing. There is a reassurance that Librarians are not alone.
1	The regional libraries provide such wonderful networking opportunities and valuable services that enable us to continue to provide the community with the resources they need.
1	We rely on the region to provide some programming for our children's programs especially in the summer.
1	The regional is very good about ordering and processing new material as quickly as they can but my patrons want the best sellers when they hit the market. The lease program allowed us to have the material as soon as they were released.
1	As a smaller library, the services that our regional library provides for us are crucial to our every day operations. They are provide us with technical support, most times the very same day. I know I can always call if I have a question about anything. At the workshops, they always have the latest information available for us so that we can make informed decisions about our libraries. I have only one part-time staff a few hours per week. If the regional library didn't catalog our materials, we wouldn't be able to have things on the shelf as quickly, due to lack of funding for staff. They do puppet shows for us during the Summer Reading Program. We do not have funding for paid entertainers, so they are our only outside entertainment. The children look forward to every year. I hope that smaller libraries like us are not overshadowed by much larger powers, since it will be us that will suffer most without the services of our regional library.
1	I cannot express in words the support that the Regional Center has given us over the years. Small rural libraries are very dependent on Regional services in a variety of ways.
1	Reelfoot Regional Library is an outstanding support group. This staff steps in to help when we are short of staff.
1	Please keep personnel at staffed level as it is. DO NOT cut funding to regional libraries. It isn't too late. Look at some other wasteful programs instead. For instance, stop publishing the blue book for Tennessee and offer it online instead.
1	I feel that I can call my regional director with any problem I may have and she will help me work throughout the problem. She has done this many times in the past.
1	Marion Bryant and her technological staff at Blue Grass are very helpful to my library. We need them.
1	The Regional Library System has been a great help to us. They have always been there when we needed them.
1	I cannot stress enough how grateful I am to have access to the services that the Regional library provides. We are a small rural library; our county cannot afford to pay more than minimum wage, and all of our libraries are only open part-time. The training, technical expertise, and even the routine processing and ordering functions provided at the regional level are, quite simply, priceless! I don't know how we would be able to function without their help.
1	Fayette County may be considered too close to Memphis to be "rural" but we ARE a county with an underserved population and we DEPEND on our REGIONAL LIBRARY!!! We are so unlike any of our county

Count	Response
	counterparts! Please do not take our GREATEST SUPPORT....our FORKED DEER REGIONAL LIBRARY.
1	The regional library system and Watauga in particular is a wonderful support system for our library. Without it, we would not be able to participate in a courier service, our automation system would either be non-existent or much inferior to the one we have access to now. The training provided through Watauga has been the best. The Regional Library Director has been most encouraging during these tough times, making workable suggestions and providing assistance where possible.
1	Regional libraries have to be apportioned to the size of the libraries in their area. Being bigger is not better. That has been proven in workshops where different regions come together for a certain learning idea. There is always confusion, not understanding, other libraries are different from yours, so one thing does not work for all. When we are grouped as we are now, workshop, book purchases, cataloging, outreach, technology support is quicker and more efficient. We also know everyone by name and on a personal level, which makes customer service happy! I do not want to be incorporated into another region. I feel all services will be negatively affected. This will make our jobs as Library Directors much harder. We need to always have a positive approach to the public with all our services. In this day and time of everyone wanting everything right now, incorporating regional libraries will set us in time. People will go to Walmart, bookstores, Kindle's for all their reading needs. I do not want the paper versions of books to become extinct or hard to find. The incorporation of regional libraries with other regionals will have the same effect as Walmart does to the downtown area of a town. the stores are locally owned. after Walmart, that goes down the drain. Please keep our Regional Libraries as they are. With much support of my Regional Library, Forked Deer Library, Halls Tn.
1	I believe that the Watauga Region has the smallest number of staff of any of the regions. Yet they operate more efficiently and offer more up-to-date service than others. They are able to do this because of the model of services that they offer. They chose to move toward this more modern service model over ten years ago and the region has benefited by their not being mired in the past. Our smaller communities have actually benefited from having a state-of-the-art online integrated library system that they never would have been able to afford much more than having their hand held in basics like cataloging and processing that are relatively simple to achieve with today's technology cataloging and a mechanical skill â€" processing. The other vital aspect of the regional system is the immeasurable value of having a professional consultant nearby that a director can turn to for advice and support. The regional librarian is seen by funding authorities as a knowledgeable professional with the weight of the state government behind them. It is also important that the regional librarian is familiar with the libraries within the region. This adds to their creditability as they work within the communities with the local officials. It is partly for this reason that I hate to see the regions grow too much larger. The other is that, with stretching the human resources so thin, the regional director's job could be more than one person should be asked to handle. For example, I know that our current regional director already had a full time job before she was asked to add three counties to her duties. I hope that the State doesn't cut the Watauga Regional Library in any way, as they do great good in the region and have a positive impact on local libraries and local citizens.
1	With so many rural libraries trying to exist with limited personnel and resources, the Regional Library staff is a lifeline especially to libraries run by one person and librarians who have never been through any type of library school or training.
1	Regions should serve libraries ONLY. Eliminate outreach/services to daycare centers, Head Start, senior centers, etc. If a region still has a rotating collection shared among libraries in its area, eliminate this pronto (it's worthless to our library system) & divide the cost of operating/stocking it among the local libraries; add this money to their state materials money. Regions should continue to navigate E-rate applications for libraries. And for the love of Pete, will somebody at the state or regional level please call out the libraries that turn in annual circulation figures that, given their collection size and county population, are a mathematical possibility? I'm through venting now. Thanks for the opportunity.
1	A Regional Library is a link between our smaller libraries and the State system. They do provide additional resources as well as great information on the running of a library.
1	The Regional Library informs us of new programs, gives us assistance with various needed reports and surveys
1	We feel that we have been left out in the cold by our regional director. The Regional staff have done all that they could with no leadership. They have tried to help us in any way that they could. When we have heard

Count	Response
	about other regions and the help that they receive, we have been even more disappointed. Again, it was not the staff's fault. We would like to keep them but they need a leader.
1	Our regional library has been instrumental in assisting with all aspects of the library's operation. The director and staff are invaluable to us. A few of their services are as follows: technical help ... helping with state reports and library budget...interlibrary loan book delivery in the region...library inventory, setup of new library shelving ...rearranging interior...physical work resetting shelves for renovations and new carpeting, ordering, cataloging and processing of all books. Library weeding and inventory, educational workshops for all phases of library.....answering all questions that library director is unsure of and providing hands-on assistance when needed....director handles all concerns of library director in person or by e-mail or telephone.
1	Being the only full-time employee (allowed to work only 32 hours), I need the regions help in the processing of materials and technical assistance, as I am overwhelmed with my work load and simply do not have time to process materials. I appreciate the training sessions that the region sets up for us. I only wish for more financial training.
1	The presence of a regional director gives the local librarian professional support when dealing with local issues and trying to maintain minimum standards. If TN were a state that supported its libraries and exceeded standards then perhaps there would be no need for the advocacy of a Regional system. However until the day when TN is no longer at the bottom of the national list in regard to financial support of its libraries we need a support system in place to help the local library in its efforts to improve services.
1	The Shiloh Regional Library provides us with a wealth of invaluable services. We could not perform our public duties nearly as well without them.
1	I would not be here today if it were not for Carla Jacobs' support through a bad time with our board of trustees--and I am a dedicated M.L.S. degreed librarian. We need our regional support, fine-tuned it, but keep it!
1	Without the leadership and hard work of the staff at Watauga Regional Library, my library would not be able to provide a first-rate circulation system, a fabulous courier system that has done great things to endear the library to the public and raise awareness of our convenience. Their continuing education classes provide skills not only to professional staff, but also to non-professionals. And having a professional, who is "outside" the library director system to talk to about staff issues, etc. has been invaluable.
1	Two things: 1) We are in desperate need of a larger building and the state library has not been able to help us in any way to make this happen. The minimum standards for space as well as overall funding are blown off by our elected officials because they know they are not legally required to meet them. It is not fair that library personnel are expected to work for ridiculously low wages with no benefits just so there is money to keep the doors open. We need laws in place that force communities to adequately fund libraries like the schools have. (Yes, this sounds harsh, but in the 11 years I have had this job I have seen our community come up with money for many state mandated projects-some of them costing 10-15 times the cost of a new library) A percentage of tax dollars going directly to libraries is how some other states handle this problem and their libraries are much better funded than ours. 2) Also, it appears to me that there are way too many small libraries who do not pull their own weight and the regional libraries are having to give them a disproportionate amount of time and resources. County money is being split amongst them as well. Local funding bodies should be made to either support their libraries or not have one. I feel that one large library would serve the community better than a bunch of poorly funded ones. TN is scraping the bottom of the barrel when it comes to library funding and that is reflected in the amount of space, services and materials that we have to offer our communities. Instead of finding a way to remedy this it appears we are moving in the opposite direction-it looks like even less will be filtering down to the people who are trying to provide the library services. Just my humble opinion. :-)